

APPENDIX A

KEY FINDINGS FOR REGION 4: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

Table 2.2 TRICARE Prime Enrollees' Levels of Satisfaction with Prime in Mature TRICARE Regions Only Percent of Beneficiaries Enrolled in TRICARE Prime			
	Percent satisfied with health care under TRICARE Prime		
	Agree or strongly agree	Neither agree nor disagree	Disagree or strongly disagree
Region 3	50.9	34.5	14.6
Region 4	51.5	30.6	17.9
Region 6	51.3	32.0	16.7
Region 7/8	44.3	36.9	18.8
Region 9	56.8	32.3	10.9
Region 10	59.2	27.7	13.1
Region 11	57.8	27.3	14.9
Region 12	56.5	29.4	14.2
MHS Average	51.5	32.7	15.8
Total population	194,339	402,486	632,476

Table 2.3 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 4 by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Active duty personnel	58.4	74.9
Active duty family members	63.1	78.9
Retirees, survivors, and family under age 65	57.0	83.7
Retirees, survivors, and family age 65 or over	57.3	86.1
Region 4 overall	58.5	83.4
Mean, all regions	58.9	82.7
Total population in Region 4	264,827	316,391

Table 2.4 Intention to Enroll or Re-enroll in TRICARE Prime in Region 4, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE			
	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	53.0	19.5	27.4
Non-active duty	69.7	9.7	20.6
Not enrolled in TRICARE Prime			
Under age 65	13.6	18.5	67.9
Age 65 or over	2.4	14.1	83.4
Region 4 overall	41.1	15.2	43.7
Mean, all regions	41.4	NA	NA
Total population in Region 4	123,495	45,559	131,270

Table 2.5 TRICARE Prime Enrollees Satisfied with Their Care in Region 4 by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime		
	Primary Care Manager	
	Military	Civilian
Region 4	52.1	55.8
Mean, all regions	49.3	56.3
Total population in Region 4	96,759	31,892

ACCESS TO HEALTH CARE

Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 4 by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	23.4
Non-active duty	22.3
Not enrolled in TRICARE Prime	
Under age 65	18.9
Age 65 or over	11.7
Region 4 overall	19.2
MHS Average	17.2
Total population in Region 4	192,274

Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 4 by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 8 days	56.1	72.6
Waited 8 - 30 days	38.6	21.4
Waited > 30 days	5.3	6.0
Not enrolled		
Waited < 8 days	45.9	66.7
Waited 8 - 30 days	44.5	25.8
Waited > 30 days	9.5	7.5
MHS Average		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
Total population in Region 4	264,827	316,391

Table 3.3		
Waiting Time in Provider's Office in Region 4, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 30 minutes	72.2	75.1
Waited 30 minutes to 1 hour	21.7	17.3
Waited > 1 hour	6.0	7.6
Not enrolled		
Waited < 30 minutes	65.3	76.2
Waited 30 minutes to 1 hour	24.0	18.6
Waited > 1 hour	10.7	5.2
MHS Average		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
Total population in Region 4	264,827	316,391

Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 4 Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months	
	Percent reporting the reason
Never try to use MTF	26.9
No care needed in past 12 months	9.9
MTF is too far away	33.0
Hard to get an appointment at MTF	29.8
Can't see the same provider each visit	15.5
MTF usually used is closed	6.4
Needed services not available	16.2
Better care at civilian provider	22.8
Ineligible for military care	7.5
No appointment available for beneficiary like me	17.4
Difficult to find a parking space	1.2
Other	15.6
Total population in Region 4	287,387

KNOWLEDGE OF TRICARE AND TRICARE PRIME

Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

Table 4.2 Beneficiaries in Region 4 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE	
	Percent reporting unclear information
Active duty personnel	25.2
Active duty family members	23.0
Retirees, survivors, and family under age 65	31.5
Retirees, survivors, and family age 65 or over	41.8
Region 4 overall	29.7
Mean, all regions	33.9
Total population in Region 4	297,858

Table 4.3 Sources of Information About TRICARE in Region 4 Percent of Beneficiaries Reporting Knowing Something About TRICARE	
Source	Percent reporting the source
TRICARE presentation	35.1
Information package	60.4
Military doctor	17.7
Civilian doctor	7.6
TRICARE information number	20.8
Military base newspaper	30.3
Regular newspaper	13.7
Friends/neighbors	30.1
TRICARE service center	22.2
Radio/TV	3.3
Other source	18.8
Total population in Region 4	315,315

SOURCES OF HEALTH CARE

Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 4 by Beneficiary Group	
	Percent using military pharmacy
Active duty personnel	11.6
Active duty family members	23.9
Retirees, survivors, and family under age 65	37.4
Retirees, survivors, and family age 65 or over	55.3
Region 4 overall	35.0
Mean, all regions	25.0
Total population in Region 4	451,328

Table 5.2 Usual Source of Care for Beneficiaries in Region 4 Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care			
	Percent using the given type of facility		
	Military	Civilian	Other
Active duty personnel	92.2	6.9	0.9
Active duty family members	67.1	31.5	1.4
Retirees, survivors, and family under age 65	29.5	69.1	1.4
Retirees, survivors, and family age 65 or over	12.9	83.1	4.0
Region 4 overall	40.9	57.2	1.9
Mean, all regions	46.5	49.4	4.1
Total population in Region 4	163,567	228,532	7,698

USE OF HEALTH CARE

Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Region 4 by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given number of visits	
	MTF	CTF
Enrolled		
0 visits	9.7	9.9
1 - 5 visits	57.7	56.9
6 + visits	32.6	33.2
Not enrolled		
0 visits	34.7	4.1
1 - 5 visits	44.0	48.4
6 + visits	21.3	47.5
MHS Average		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
Total population in Region 4	209,652	242,067

USE OF PREVENTIVE SERVICES

Table 7.1 Blood Pressure Readings by Enrollment Status in Region 4 Percent of All Beneficiaries	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	98.2
Non-active duty	96.4
Not enrolled in TRICARE Prime	
Under age 65	94.6
Age 65 or over	98.1
Region 4 overall	96.4
Mean, all regions	96.3
Total population in Region 4	456,752

Table 7.2 Cholesterol Screening by Enrollment Status in Region 4 Percent of All Beneficiaries	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	80.7
Non-active duty	76.1
Not enrolled in TRICARE Prime	
Under age 65	83.1
Age 65 or over	92.7
Region 4 overall	82.7
Mean, all regions	80.8
Total population in Region 4	454,697

Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over	
	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

Table 7.4 Pap Smears by Enrollment Status in Region 4 Percent of Female Beneficiaries			
	Percent reporting exam with Pap smear during given time period		
	Within 3 years	3 years +	Never
Enrolled in TRICARE Prime			
Active duty	97.2	1.4	1.4
Non-active duty	91.4	7.7	0.9
Not enrolled in TRICARE Prime			
Under age 65	84.6	13.1	2.3
Age 65 or over	81.4	15.9	2.7
Region 4 overall	87.6	10.6	1.8
Mean, all regions	87.5	10.7	1.8
Total population in Region 4	207,732	25,212	4,265

Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

Table 7.6 Prostate Screening by Enrollment Status in Region 4 Percent of Male Beneficiaries Age 50 or Over			
	Percent reporting prostate screening		
	Within past 2 years	2 years +	Never
Enrolled in TRICARE Prime			
Active duty	84.9	6.2	8.9
Non-active duty	77.0	16.6	6.4
Not enrolled in TRICARE Prime			
Under age 65	70.9	20.5	8.5
Age 65 or over	86.0	11.3	2.6
Region 4 overall	78.5	15.7	5.7
Mean, all regions	77.8	NA	NA
Total population in Region 4	96,320	19,312	7,032

ENROLLMENT AND BENEFICIARY HEALTH STATUS

Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE			
	Percent reporting given enrollment status		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 4	48.4	43.8	7.8
Average of new TRICARE regions	49.8	42.8	7.5
Total population in Region 4	149,783	135,558	24,039

Table 8.2 Composite Scores of Physical Health by Enrollment Status in Region 4 Percent of All Beneficiaries	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	43.4
Non-active duty	54.0
Not enrolled in TRICARE Prime	
Under age 65	55.8
Age 65 or over	54.9
Region 4 overall	52.9
Mean, all regions	51.0
Total population in Region 4	440,227

PERFORMANCE IMPROVEMENT PLAN

Table 9.1 Performance Improvement Plan for Region 4		
	Importance	Percent excellent or very good
Convenience of location of treatment	0.215596	54.16137
Convenience of hours	0.296369	40.16683
Access to health care whenever you need it	0.371832	28.04440
Access to a specialist if you need one	0.342566	21.32576
Access to hospital care if you need it	0.353927	31.15023
Access to medical care in an emergency	0.328760	33.34699
Ease of making appointments for health care by phone	0.318392	27.21582
Length of time you wait at office to see the provider	0.319255	28.17408
Length of time between making an appointment for routine care and day of visit	0.316143	25.94100
Availability of health care information or advice by phone	0.338856	24.16107
Services available for getting prescriptions filled	0.246581	56.22304
Thoroughness of examination	0.389472	40.85985
Ability to diagnose my health care problems	0.402737	37.21818
Skill of health care providers	0.415180	42.90897
Thoroughness of treatment	0.412112	39.84559
The outcomes of your health care (how much you are helped)	0.422659	39.05306
Overall quality of health care	0.468959	38.92904
Provider's explanation of health care procedures	0.413033	40.86277
Provider's explanation of medical tests	0.402087	39.84207
Attention provider gives to what you have to say	0.408591	40.40505
Advice provider gives you about ways to avoid illness and stay healthy	0.383668	37.44917
Courtesy shown to you by administrative staff (e.g., receptionists)	0.311685	44.20546
Courtesy shown to you by health care providers	0.372308	50.77670
Provider's concern for you as a person	0.406328	42.80599
Provider's concern for your privacy	0.357678	49.40375
Reassurance and support offered to you by health care providers	0.416673	35.17192
Amount of time with health care providers during a visit	0.384958	32.07927
Ability to choose health care providers	0.308458	17.87975
Ease of seeing the provider of your choice	0.339463	18.52582
Health care providers' personal interest in the outcome of your problem	0.389687	32.02247
Protection you have against financial hardship due to medical expenses	0.268834	31.56089
Help with arrangements to get the health care you need without financial problems	0.308139	28.13326
Ease of parking	0.110003	42.79770